

UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF FLORIDA



CAREER OPPORTUNITY ANNOUNCEMENT
Information Technology Court Intern

Position Title:	Information Technology Court Intern (Temporary)
Vacancy Number:	T22-02
Location:	Tallahassee or Pensacola, Florida
Available:	Immediately, open until filled
Step/Grade:	CL 22
Salary Range:	\$28,895 - \$46,953 *

**Starting salary commensurate with experience and qualifications.*

POSITION OVERVIEW

The United States District Court, Northern District of Florida is now accepting applications for non-civil service **temporary positions** located in the office of the Clerk of Court within the Pensacola or Tallahassee division. This is an excellent opportunity for individuals who are interested in learning about the Federal Court system, and who are self-motivated with strong attention to detail. The ideal candidate will be a college student who possesses technical skills, in addition to excellent interpersonal and analytical skills, a strong work ethic, and the ability to work both independently and as a member of a larger team. The incumbent will serve under the leadership of the Clerk of Court as a member of the district-wide administrative and operational support team and will report directly to the Director of Information Technology.

There are two temporary IT internship positions available, one in the Pensacola office and one in Tallahassee divisional office. These positions are authorized as part time for 24 hours per week the potential to work additional time up to 40 hours per week if available. The intern will provide support and technical assistance to court staff on matters related to local computer systems, including networks, personal computers, and portable electronic devices. Additionally, this position provides local support for national systems and applications, off-the-shelf software applications, and systems developed or customized for local use.

REPRESENTATIVE DUTIES

- Assist in troubleshooting and supporting chambers and clerks staff with IT related equipment
- Provide first-tier end-user technical support and customer service; log application, hardware, mobile device, and wireless technology issues reported and resolutions to those issues; and provide information and assistance to users on application, hardware, mobile device, and wireless technology use.
- Install, troubleshoot, repair, configure, and deploy a wide array of hardware and software over the phone, in-person, and through remote connection.
- Image and configure laptops for court users
- Communicate, orally and in writing, with the Clerk of Court, IT Director, and end-users on the impact of system and application upgrades; Communicate with end-users on application and system functionality to allow them to better utilize technology in the performance of their daily tasks, including the use of word processing and spreadsheet applications and programs.
- Perform or assist in the performance of periodic inventory and disposal of hardware and software in compliance with asset management procedures.

- Maintain contact with other information technology court personnel at different locations and with different levels of responsibility for the purpose of maintaining up-to-date knowledge, skills, and abilities about developments and enhancements to locally supported programs and applications.
- Monitor and assist in the day-to-day operation of equipment and systems; Assist with maintenance and support of courtroom evidence presentation equipment; Assist with audio/visual presentation setup and breakdown for hearings and trials.
- Assist in preparing IT equipment for special building events in coordination with other agencies.
- Analyze and address increasingly complex changes in technology; Advise the Clerk of Court, IT Director, and court management on how to efficiently utilize technology to meet operational needs, including the use of technology to streamline tasks and the sorting, categorization, recording, and retrieval of data.
- Perform other duties as assigned.

QUALIFICATION REQUIREMENTS

- A high school diploma, or the equivalent.
- At least one year of technical experience supporting technology, including computer project assignments that involved systems analysis through implementation, integration, and management.
- Excellent customer service and communication skills, whether oral or in writing, and a proven ability to deal with a wide variety of individuals in a tactful, courteous, and professional manner.

PREFERRED QUALIFICATIONS

- Advanced knowledge of Windows OS, Mac OS, MS Office products, Adobe Acrobat, and Anti-virus and Malware Software.
- Experience configuring and troubleshooting iOS and other mobile devices.
- Accuracy, attention to detail, and use of good judgement and sound ethics.
- Ability to learn quickly and become proficient in the use of automated systems, programs, and applications.
- Proven ability to be proactive and to resolve problems in a results-oriented manner, including the ability to analyze, isolate, and resolve issues promptly

EMPLOYMENT INFORMATION

Judiciary employees serve under excepted appointments (not civil service). Employees of the United States District Court are "at will" employees and are required to adhere to the *Code of Conduct for Judicial Employees*, which is available to candidates for review on our website at www.flnd.uscourts.gov.

APPLICANT INFORMATION

This announcement is for two (2) internship positions at the Pensacola and Tallahassee divisions of the United States District Court for the Northern District of Florida. Applicants must be a U.S. citizen, a U.S. National, or qualify under the Appropriations Act Citizenship exemptions. Employees are required to use the Electronic Fund Transfer (EFT) for payroll deposits. This position is classified as a sensitive position; therefore, the successful applicant will be required to submit to a background clearance which will include a criminal history. Any applicant selected for a position will be hired provisionally pending successful completion of the investigation. Retention will depend upon a favorable suitability determination of the background investigation.

Qualified applicants should submit a resume including salary history, a completed application form AO-0078 (available at www.flnd.uscourts.gov), and a list of three professional references to:

Attn: Vacancy Announcement T22-02
U.S. District Court, Northern District of Florida
Office of the Clerk of Court
One North Palafox Street
Pensacola, Florida 32502

Applications can also be submitted electronically to Andrea.Zern@flnd.uscourts.gov.

The position is open until filled. One or more positions may be filled from this announcement. The Court reserves the right to change or withdraw this vacancy announcement at any time without notification to applicants.

THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER